Cellebrite UME 36 Update Instructions

What's New:

Please refer to Cellebrite_Repair_Instructions.pdf located on http://indirect3.sprint.com/cellebrite/ to correct deficiencies with your unit. All units that ship to Cellebrite are required to have an RMA number.

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Application 2200_Sprint_EU adds new handsets, enhanced functionality, and support for the Apple iPhone 5. This application and all other needed Cellebrite software and instructions can be downloaded from http://indirect3.sprint.com/cellebrite/. Please ensure that your Cellebrite has been updated to Image Tiny_v1022 and Full_v1029.

Section 1: Identify the Versions

1. Turn on the Cellebrite.
2. From the [Main Menu] go to [Services], [Software Versions].
3. The versions should be: **App: 2.2.0.0 Sprint EU**, **Full: 1.0.2.9 UM**, **Tiny: 1.0.2.2**.

Section 2: Upgrade the Application (via USB Flash Drive)

Note: If the App version is 1036 or less please upgrade to App 1037, then 1075, and finally 2200_Sprint_EU.
The instructions below show how to go from App 2131_Sprint_EU to 2200_Sprint_EU.

1. After copying 2200_Sprint_EU.u36 to the USB Flash Drive, insert the drive into the back of the Cellebrite.
2. Go to [Main Menu], [Services], [Upgrade], **Upgrade Application Now**.
3. [Select upgrade source], **USB Flash Drive**.
4. Select **2200_Sprint_EU**.

Note: If the Cellebrite does not recognize the USB Flash Drive then please remove it from the back of the Cellebrite and reinsert.
Note: If you attempt to use any of the generic updates from Cellebrite you will not have all of Sprint's customization, handsets, or features. Please get your software from http://indirect3.sprint.com/cellebrite/.

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Section 3: Upgrade the Tiny and Full Images (via USB Flash Drive)

The instructions below show how to go from Tiny/Full Image 1021/1028 to Tiny/Full 1022/1029.

1. After copying Tiny_v1022.i36 and Full_1029.i36 to the USB Flash Drive, insert the USB Flash Drive into one of the two USB ports on the back of the Cellebrite.
2. [Main Menu], [Services], [Upgrade], **Upgrade Image Now**.
3. [Select Image Source], **USB Flash Drive**.
4. Select **Tiny_1022.i36**.
5. Once the Tiny version is loaded please repeat steps 1, 2, and 3 then select **Full_1029.i36**.

Section 4: Update the Application, Tiny or Full Images (via Network)

The instructions below illustrate the update procedure using the network cable.

1. Connect the Cellebrite to a live network cable.
2. Turn the Cellebrite on using the Green power button.
3. From [Main Menu], go to [Services], [Upload Reports/Upgrade].
4. Select ▶ to Connect. The report will be uploaded at this time and if there is an Application or any Image updates that need to be performed then the Cellebrite will automatically download and process the updates.

Note: If you connect the Cellebrite to an active network cable overnight then the Cellebrite will automatically turn on and connect to both the reporting server and the HTTP server and perform each function without manual input.

Troubleshooting Note: Some stores have encountered connectivity issues when trying to connect their Cellebrite units to the network for reporting or upgrades. Each store is assigned a finite number of IP Addresses. When they try to connect their Cellebrite they receive an **Unable to Connect** error. If this occurs then the store will have to log a regular ClickIt ticket with **Network Ops / Data** requesting another dynamic IP Address for their store.

Section 5: Setting Up the URS Reporting Tool

Note: In order to set up the Reporting feature the Cellebrite has to be connected to a live network connection. Failure to do this may lock up the Cellebrite. The Cellebrite can be rebooted to start the process over.

1. Ensure that your Cellebrite has been updated to Application 2200_Sprint_EU.
2. Connect the Cellebrite to an active network cable.
3. Turn on the Cellebrite.
4. During the boot up process the Cellebrite will display the current software version, and then go to the [Enter Store ID] screen.
5. Specific instructions for each sales channel is listed below:
    a. All Sprint owned stores need to enter the letter **"S"** and its **4 digit store number**. Press the **F3** button to set the store number. *Example: **S0003** will show Sprint Store 3 with Store Name 5410 Transportation Blvd.*
    b. All ASC stores will need to enter the letter **"A"** and its **4 digit store number**. Press the **F3** button to set the store number. *Example: **A1006** will show ASC Store 1006 with Store Name 1850 Scenic Hwy N Ste 130.A major update was performed August 16, 2010 to add many more Indirect Channel locations to include Advanced Exchange Stores.*

   c. All Indirect Sales Only stores that do not have an RMS Identifier will need to enter the letter **"I"** and its **5 digit Individual Location ID**. *Example: **I12403** identifies Dealer Name "Go Freedom" with Vendor ID 220344, and Location ID 12403.*
6. Step 5 can also be accessed through [Main Menu], [Services], [Reports], **Change Store**.
7. Stores will be required to connect each of their store's Cellebrite units to an active network cable and upload their reporting at least once per week. This process takes less than 2 minutes to complete.
   a. The report can be manually uploaded by going to the [Main Menu], select [Services], **Upload Reports/Upgrade**.
   b. The report can be uploaded automatically if the Cellebrite is connected to the network overnight. The Cellebrite is programmed to turn itself on and perform this function.

Note: ASCs – Application 2200_Sprint_EU will require ASC locations to be current with their Annual Maintenance from Cellebrite (if you have already purchased this then you have already received your KEYCODE). Cellebrite Annual Maintenance Fee is coopable. Submit the invoice for pre-approval and proof of payment for claim reimbursement. Once you have paid or made other financial arrangements with Cellebrite for the maintenance fee, Cellebrite will provide you a KEYCODE to enter into the Cellebrite machine. The KEYCODE is good for one year. Be prepared to provide the unit's serial number and device ID. To find the device's serial number and device ID: Navigate to Services > Software Versions. The following fields will display: **S/N:XXXXXXX, ID:XXXX**. Cellebrite's SKU for the Annual Maintenance Fee is SWU-1. Please contact Cellebrite at (201) 848-8552 for more information.
To determine the amount of time remaining on your license please go to Menu > Services > Upgrade > License > License Information. This should display the expiration date and how many days are left. If your ASC Cellebrite unit does not have License Information available please contact Nick.Schaefer@sprint.com or call 913-794-6792 with the Serial number of the Cellebrite unit.

Section 6: Phone Maintenance Features

The Phone Maintenance feature on version 2200_Sprint_EU includes PRL Side Load, Lock Code Read, and Refurbishment of select high volume handsets. These features will only be available on application updates with "_Sprint_EU" following the version number.

1. Update PRL
   a. The Update PRL enhancement will replace the handset's current Preferred Roaming List with the latest Sprint standard PRL version. This is primarily used on handsets that are stuck in a constant roaming sequence which usually indicates that the PRL file has been damaged.
   b. Follow the on screen instructions associated with the handset. Upon completion of the PRL side load please perform a PRL Update so that the customer's handset is up to date. Most of the handsets have this feature available through Menu > Tools > Update Phone > Update PRL.
2. Read User Code
   a. The Read User Code is for use on Feature Phones. Most smart phones (Blackberry, Windows Mobile, Android, Palm and Palm Web operating systems) utilize a sophisticated algorithm to encrypt the handset lock code.
   b. Please verify the ownership of the handset prior to using this feature. Follow the on screen instructions associated with the handset to retrieve the user's lock code.
3. Refurbish

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a. The Refurbish function is used to clear the handset. This feature does not support clearing the external memory card at this time. Please remove the memory card prior to performing this function.
b. Follow the on screen instructions associated with the handset to perform the Refurbish function. Some handsets require the handset to be put into a Diagnostic Mode, additional help is usually available on the Cellebrite by pressing the F1 key.
c. Please pay attention to the screen of the handset as well as the Cellebrite. Some handsets require two reboots before the Cellebrite will indicate that the handset has completed the Refurbish process. On very rare occasions the handset may get out of sync with the Cellebrite and may show a #786# screen on the handset. In instances like this please reboot the handset and start the process over.

Section 7: Sync Time with Server

Accurate reporting on the use of the Cellebrite requires the Cellebrite to be programmed with the correct Date and Time. If the Date and Time are not correct then the transaction data gathered from your unit will not show up in the correct time period. Please follow these simple steps to ensure that your unit is set up correctly.

1. Connect the Cellebrite to a live network cable.
2. Turn the Cellebrite on using the Green power button.
3. From [Main Menu], go to [Services], [Time and Date], [Sync Time with Server].

Section 8: Apple Support

Cellebrite Application 2200_Sprint_EU supports iOS platforms to include Apple IOS 7. For more information concerning setup of contact transfer on the iPhone platform please refer to the F1 selection on the Cellebrite unit.
Cables 110 and 210 support all of the iPhone series.
Cellebrite Lightning Cable (SKU Cable 210) was pushed to all Sprint owned Retail Stores.
Please follow the Cellebrite's on-screen instructions in order to properly connect to the device.

Help / Troubleshooting

On occasion, the Cellebrite may get software corruption in the unit's memory. Most of the time simply disconnecting the power supply for a few hours will correct the situation. Symptoms may include failure to connect to a USB device on either the Source or Target side or the unit may appear to lock up. If unplugging the unit does not correct the problem please refer to Cellebrite_Repair_Instructions.pdf located on http://indirect3.sprint.com/cellebrite/ to replace the unit.

You will need to obtain an RMA number from Cellebrite. Failure to obtain an RMA from Cellebrite will SIGNIFICANTLY delay the processing of your unit.

Sprint Retail Stores:
If you run into any difficulties with this Image and/or Application upgrade please log a Retail Clickit Ticket.

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Authorized Service Centers (ASC):

If you run into any difficulties with this Image and/or Application upgrade please contact Cellebrite directly. You may use and copy the files and instructions posted on the Sprint hosted web site but our Technical Help personnel will not be able to assist you. Please state specifically that you are a Sprint Authorized Service Center. Their phone number is: (201) 848-8552 Option 2.

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Updates Log

Software Version	Date	Changes
V1.1.6.0_Sprint_EU	12/23/10	Added Sanyo E4100, Samsung Galaxy Tablet, Motorola iDen i886, Samsung SPH-M380, removed HTC handset until next release, added enhanced software functionality for select LG and Samsung handsets, corrected minor issues with LG LS670 Optimus S contact transfers.
V1.1.6.2_Sprint_EU	12/30/10	Added HTC EVO Shift, Added enhanced software functionality for Motorola IDENand CDMA, Blackberry, HTC, Sanyo, as well as LG, and Samsung
V1.1.6.3_Sprint_EU	01/06/11	Converted 12 models of Motorola iDEN handsets back to Cable 69 for Contact Transfer. Lock Code Read will still require Cable 109 which is being sourced.
V1.1.6.5_Sprint_EU	1/15/11	Converted all functionality from Cable 109 back to Cable 69 for select iDEN handsets. More Refurbish functionality added to include HTC support.
V1.1.6.8_Sprint_EU	02/07/11	Added support for Refurbishment on RIM devices.
V1.1.6.9_Sprint_EU	02/21/11	Added support for Refurbishment for more handsets.
V1.1.7.0_Sprint_EU	03/17/11	Added HTC Arrive (HTC T7575 7 Pro), added Refurbish functionality to more iDen handsets, OTA PRL Update trigger to LG Handsets.
V1.1.7.1_Sprint_EU	04/14/11	Added Sanyo./Kyocera Echo (SCP-9300), Samsung Nexus S support.
V1.1.7.2_Sprint_EU	05/05/11	Added Phone Maintenance for Kyocera Echo, Samsung SPH-D720 Nexus S 4G. Reporting is routed to URS 2.0 to include Phone Maintenance activities, ESN/MEID capture of Source and Target handsets, corrected Store ID issues.
V1.1.7.4_Sprint_EU	06/10/11	Added handsets, added ESN capture for reporting, moved to Cellebrite Direct Support Model for unit replacement.
V1.1.7.5_Sprint_EU	06/21/11	Added HTC EVO 3D, and HTC View 4G.
V1.1.7.6_Sprint_EU	07/18/11	Adds Motorola Photon, Huawei M635, Kyocera S1350. Updating Full Image to 1027
V1.1.8.0_Sprint_EU	09/09/2011	Added handsets Kyocera Brio/Milano/DuraCore/DuraMax, LG LS855 Marquee, Motorola Admiral (XT603), RIM 9350 Curve, Samsung Epic 4G Touch. Updates to Tiny 1022 and Full 1028 to add stability to USB and Cellebrite Motherboard updates.
V1.1.8.1_Sprint_EU	09/29/2011	Corrected Direct Connect phone number transfer issues on Motorola Admiral, Kyocera Dura Max and Dura Core handsets. Added HTC EVO Design 4G support.
V1.1.8.2_Sprint_EU	10/11/2011	Adds full support for phonebook and multimedia transfers for Apple iPhone 4 and 4S handsets. Added Section 9 for Apple Support.
V1.1.8.7_Sprint_EU	01/08/2012	Added Samsung M370, Huawei M650, LG LN272, Samsung D705, ZTE F450. Application requires Full Image v1029.
V1.1.9.3_Sprint_EU	03/09/2012	Added support for Apple IOS 5.1, and multiple carrier phones.
V1.1.9.4_Sprint_EU	03/16/2012	Adds support for multiple new Sprint handsets.
V1.1.9.8_Sprint_EU	05/23/2012	Adds support for the latest LTE handsets.
V1.1.9.9_Sprint_EU	06/20/2012	Adds support for the Samsung Galaxy S III.
V1.2.0.1_Sprint_EU	07/19/2012	Adds support for new launch handsets.
V1.2.2.3_Sprint_EU	09/20/2012	Adds support for new Sprint handsets to include the Apple iPhone 5.
V1.2.2.4_Sprint_EU	11/19/2012	Adds support for new Sprint handsets.
V1.8.0.0_Sprint_EU	12/21/2012	Adds support for new Sprint handsets, corrects issues encountered with Kyocera devices.
V1.9.0.0_Sprint_EU	03/01/2013	Adds support for new Sprint handsets and corrects an issue noted with last name on Sonim devices.
V1.9.0.2_Sprint_EU	03/28/2013	Adds new handsets, corrects Kyocera Torque DC issue.
V1.9.4.6_Sprint_EU	04/19/2013	Adds support for HTC One (PN072 ONE)and Galaxy S 4 (SPH-L720.
V2.0.0.0_Sprint_EU	06/20/2013	Adds support for new handsets and functionality.
V2.1.0.0_Sprint_EU	08/30/2013	Adds more Auto Detect support and better connectivity to Blackberry. Adds additional handsets.
V2.1.3.0_Sprint_EU	09/20/2013	iOS 7 support, Motorola X and other new device support.
V2.1.3.1_Sprint_EU	10/02/2013	Tweaked iOS7 support, added Kyocera Kona as line item.
V2.2.0.0_Sprint_EU	11/12/2013	Adds new handsets.